

# KC780 Family Remote Diagnosis Options

User Guide

KC780, KC782 and KC785

**digital**

# TO REQUEST REPAIR SERVICE, CALL:

DDC/RDC TELEPHONE NUMBER

## THE DIGITAL REMOTE DIAGNOSIS CENTER

provides remote diagnosis service 24 hours a day, 7 days a week, for all RD contract systems.

You should report all types of hardware failure:

Processor or Peripheral  
Identified or Suspected  
Hard or Intermittent

### WHEN YOU CALL:

- 1** The DDC/RDC will ask you to identify:  
Yourself  
Your company  
The site address  
A phone number where you can be reached  
The system type and serial number  
(System Type \_\_\_\_\_ Serial Number \_\_\_\_\_)
- 2** The DDC/RDC will ask you about the problem:  
What symptoms were (or are) present?  
What error messages were printed on the terminal?
- 3** The DDC/RDC will tell you:  
How to prepare the system for remote diagnosis.  
For additional details, see next page.
- 4** The DDC/RDC will:  
Begin the appropriate test procedure almost immediately.  
Notify the local DIGITAL Field Service office that your system  
is under test.
- 5** The DDC/RDC will inform the local DIGITAL Field Service Representative of test results.  
DIGITAL will complete the repair on site.  
The DDC/RDC will verify that the system has been repaired if requested to do so by the local  
DIGITAL Field Service Representative.

### WAIT FOR THE DDC/RDC TO TELL YOU HOW TO PREPARE THE SYSTEM FOR TESTING.

Important failure data may be lost if their instructions are not followed. Although the DDC/RDC will guide you through the various testing procedures, the following descriptions of typical sequences may be helpful.

## **WHEN MAINTENANCE DIAGNOSTICS ARE TO BE RUN BY THE DDC/RDC:**

The DDC/RDC may ask you to:

- See that the modem has power and is set for "normal" operation.
- Dismount or protect media containing sensitive data.
- Identify location of [SYSMAINT] diagnostic library.
- Mount scratch media on units to be tested.
- Set AUTO RESTART switch to OFF.
- Set keyswitch to LOCAL.

For VAX-11/780 or VAX-11/782

- Load and boot Remote Console diskette in RX01 drive 0: USA – RX4
- Europe – RX41

For VAX-11/785

- Load and boot System Console diskette RX1A in RX01 Drive 0

For VAX-11/782

- Set the LQPX2 processor select switch for the processor to be tested.
- Turn keyswitch to REMOTE.

The DDC/RDC will connect via its host computer and begin testing.

Modem indicator lights may be active as testing proceeds.

The system terminal may echo DDC/RDC and CPU dialog.

The DDC/RDC may "talk" to you at the system terminal.

You may be asked to load a diskette

- For VAX-11/780 or VAX-11/782: USA – RX5 or RX6
- Europe – RX42 or RX43

- For VAX-11/785: RX2A, RX3A, RX5, RX7, or RX8A.

After testing, the local DIGITAL Field Service Representative will complete the repair.

The local DIGITAL Field Service Representative may request the DDC/RDC to verify normal operation.

## **WHEN DDC/RDC ACCESS TO THE OPERATING SYSTEM IS PERMITTED**

The DDC/RDC may ask you to:

- Mount operating system media and boot the system
- For VAX-11/782, set the processor select switch for remote access.
- Turn the keyswitch to the REMOTE DISABLE position; the DDC/RDC may ask that the REMOTE position be selected to permit them to do crash dumps and other operating system related data testing. The keyswitch position should not be changed until requested by the DDC/RDC.
- Provide DDC/RDC with an account number and password.
- The DDC/RDC will log-in and begin testing.
- The system terminal will echo all DDC/RDC and CPU dialogue.
- The system terminal keyboard will be disabled.
- The DDC/RDC may "talk" to you at the system terminal in REMOTE.
- After testing, the local DIGITAL Field Service Representative will complete the repair.
- The local DIGITAL Field Service Representative may request the DDC/RDC to verify normal operation.

## **PREVENTIVE MAINTENANCE**

Preventive maintenance diagnostic sessions which will include DDC/RDC testing (also extended monitoring for intermittent failure) will be scheduled by the local DIGITAL Field Service Representative subject to customer approval.

## **DIGITAL-SUPPLIED MODEMs**

The remote diagnosis hardware may include a DIGITAL supplied MODEM. The direct connection of these devices to a dedicated telephone line is regulated by governmental authority.

### **THE CUSTOMER IS ULTIMATELY RESPONSIBLE FOR COMPLIANCE WITH APPLICABLE REGULATIONS**

DIGITAL-supplied modems which fail are usually exchanged, not field repaired. Only the manufacturer or authorized agents may repair such equipment. The customer is responsible to ensure that the telephone company is notified when an exchange involves units which are electrically different and/or have differing registration numbers.

## **FOR ADDITIONAL INFORMATION, SEE:**

The RDC section of the Site Management Guide

**Digital Equipment Corporation • Maynard, MA 01754**